Study of Occupational Stressors among the Working Women (Married) In Selected IT Companies with special reference to NCR

A Synopsis

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1. INTRODUCTION

1.1 Introduction & Background of the Research

Occupational stress is the double edged instrument that works out on positive and negative dimension within the individual at work places. Stressors are the factors that cause stress. It depends upon the nature of work, type of work, working pattern, work place relationship and work demands. But the source of facing occupational stress and methods of managing it towards positive and negative consequence highly depends upon the individuals who are facing it. In these circumstances, the married working women at various work places encounter occupational stress which they are unable to tolerate. IT industry is one of the most emerging, lucrative and well paid industry but it is highly demanding in terms of deadlines and targets with no fixed working hours. Married women working in IT industry face a lots of stress, hence the outcome of intolerance and low ambiguity among working women lead to burnout situations. This stress cause personal and environmental damages for working women. The impact of occupational stress compared to men is higher among women in terms of personal, family, society, work places and so on. This study is an attempt to analyse the various occupational stressors, their causes, relation among them and their overall impact on working women in IT industry.

1.2 Occupational Stress amongst Working (married) Women in IT Industry (Delhi-NCR)

Occupational stress is the major work place hazard in present day working environment. It is the indispensable and imperative element needed to be channelized for the benefits of employees and organization. But at the same time, organization irrespective of its size of operation deploys different forms of Human Resource Development Practices (HRD) like training and development, counseling, mentoring, welfare measures, coaching and responsibility sharing to manage and reduce occupational stress. But the level of managing occupational stress may not be effectively done by every individual. IT industry in India has played a key role in putting India at a global landscape. It is one of the most significant growth contributors for Indian economy. India’s IT potential is on steady march towards global competitiveness, improving defense capabilities, meeting up energy and environmental challenges across. Though highly lucrative, the employees in IT

industry face severe work pressure and stress due to no fixed timelines, unrealistic targets and global deadlines. The condition is worst for women employees (married) due to their homely responsibilities. Delhi-NCR has become one of the fastest growing and viable IT hubs of India. Almost every national and international IT companies are having their offices in New Delhi, Noida and Gurgaon. However prominent cities under NCR like Greater Noida, Ghaziabad and Faridabad have comparatively less IT companies, but many IT employees travel to Delhi, Gurgaon and Noida on daily basis. Nearly 34% of women (married and unmarried) are employed in IT sector in India; hence there are a considerable number of women employed in IT sector in Delhi-NCR. Similarly like men, women also travel from various places to Delhi, Noida and Gurgaon for work and faces a severe stress especially the stress is more for married women. They face stress due to prolonged working hours, travelling long distances, social constraints, children and elderly care, children education etc. There is a need to study various issues and aspects related to these occupational stressors of married working women in IT industry.

1.3 Statement of the Problem

Stress is the primitive element encountered by every working individual at work places. The level and situation of encountering occupational stress by individual depends on their personal, technical and work related backgrounds. In addition to that, the attributes that causes occupational stress towards its dynamism on positive and operandi of performing tasks in the given job. Occupational stress can be managed by individuals by their physical and psychological makeup, but at the same time, the situation where in which the intolerance of emotion and physical composition leads to occupational stress to the level of burnout. But it is significant to note that the stage of stress faced by women is so more as compared to their male counterpart at IT industry being women have to manage their household responsibilities like child care, parents in law care, family planning, household work, children education etc. It is generally believed that women are highly composed than men, but work situations and intolerable occupational stress bring burnout in women in advance than men. In this aspect, it is imperative to study about the elements at work places which turn occupational stress to burnout among working women. So, the present study has taken the research problem of exploring various occupational stressors and their influence.

1.4 Research Questions

IT industry is one of the largest contributors towards the GDP of our country. It is also evident that the contribution of its output increases at steady phase towards global economic growth. It is the sector which attracts phenomenal influx of foreign clients and investment in our country. There are vast employment opportunities in this industry with descent growth. Many women prefer to be an employee of IT industry but it highly demanding as far as work life balance is concerned especially for married women and due to which they face severe stress. Many studies till date have been conducted to demonstrate the stress among the working women in IT industry but gap existed, in terms of availability of research for married women employed in IT industry and specifically to Delhi-NCR which is one of the most prominent IT hubs in India. The present study attempts to answer the questions as:

- What are the occupational stressors among the working women (married) in IT industry in Delhi-NCR?
- What are the major causes of these stressors among the working women (married) in IT industry in Delhi-NCR?
- What is the relation among the various occupational stressors of working women (married) in IT industry in Delhi-NCR?
- What is level and intensity of various occupational stressors of working women (married) in IT industry in Delhi-NCR?
- What is the impact of occupational stressors on overall job satisfaction?
- How could be the occupational stress among the working women (married) in IT industry in Delhi-NCR would be overcome?

1.5 Need and Importance of the Research

The present day working environment and work related pressures are augmenting at IT sector due to quality management practices, competitive working environment and the principle of performance , offshore assignments, In this aspect, the work situation and work demand in IT industry are very high compared to other sectors for women. In addition to that, the post Covid-19 situation nowadays when the offices are opening physically nowadays, the work from home practices are decreasing. It leads to more stress among the married working women in IT industry. Hence, the current work

nature of IT industry brings profound occupational stress among its female married employees. In this aspect, it has become an important and significant research avenue to explore the various dimensions of occupational stress among female employees (married) in IT industry and the present study has been attempted.

1.6 Tentative Chapter Plan

Introduction of the 'Occupational Stressors of Working Women (married) in IT industry in Delhi-NCR' along with the concept behind the whole study has been provided in the first chapter only. The second chapter is of the review of literature, which pertains to various studies conducted in past regarding stress followed by research gaps, present need of the study and conceptual framework of the study.

In the third chapter, Research Methodology has been explained to understand the process of the entire study. Next chapter is succeeded by the Data Analysis part.

Last chapter contains the findings, suggestions, conclusion and scope for future research.

2. LITERATURE REVIEW

2.1 Introduction

This chapter serves as a foundation for the entire research study as it presents the comprehensive summary of all the literature (Conceptual & Empirical) available and further review it for the gap identification and formulates the necessary framework for the research. It also helps to explore the various dimensions and factors (occupational stressors) for the study.

2.2 Review of Literature

Dasgupta & Kumar (2009) analyzed the sources of Role Stress among a sample of IT professionals working in Shimla. The study revealed that Self-Role Distance (SRD), inter-role distance (IRD), Role Stagnation (RS), Role Ambiguity (RA) , Role Overload (RO), Role Isolation (RI), Role Expectation Conflict (REC) and Role Inadequacy (RI) are the major sources of role stress. The study also showed that there was no significant difference among the male and female employees, except on the parameters of inter-role distance (IRD) and role inadequacy (RI).The male employees were found to have greater mean scores on these two parameters 110.

Nikolaou & Tsaousis (2009) studied the relationship between emotional intelligence and stress in a sample of professionals in mental health institutions. A total of 212 participants were administered the Emotional Intelligence Questionnaire as well as the Organizational Stress Screening Tool (ASSET), a new organizational screening tool, which measures workplace stress. The results of the study showed that Emotional Intelligence was negatively co related to stress and positively related to affective commitment.

Smith (2011) researched on the effect of demographic and diversity statistics on stress and highlighted that here is a need to establish a unified definition of perceived stress as it means different things to different people. A universal understanding and role of individual differences is still unclear through research.

Wirtz et al. (2013) investigated whether occupational role stress is associated with differential levels of the stress hormone. Findings suggested that occupational role stress in terms of role uncertainty acts as a background stressor that is associated with increased HPA-axis reactivity to acute stress.

Yongkang (2014) explored the relationship among role conflict, role ambiguity, role overload and job stress among the middle-level cadres in the Chinese local government. A sample of 220 employees was selected. The results showed that time pressure was significantly correlated with role conflict and role overload. Along with this, the study also established that job anxiety and job stress were significantly and positively correlated with role ambiguity, role conflict and role overload; role ambiguity had a significant and positive effect on job anxiety and job stress; role conflict and role overload had a significant and positive effect on time stress, job anxiety and job stress.

Satpathy, Patnaik and Mitra (2014) found that there is existence of stress level more in IT sector employees. It is also found that in case of IT sector the burnout issues are more. There is a need for creating positive work environment for the betterment of employees and ultimately this will help to reduce the stress level.

Subhangini & Vandana (2015) studied the role stress among the IT professional in Delhi-NCR and analysed the various factors that contribute to the organizational stress and role of demographic factors on role stress. They found that the demographic factors had significant impact on the role stress of IT professionals.

Bahl (2016) revealed that Stress Management at individual level contributes more towards overall management of stress. Though employees do understand the value of exercise, games, walking in contributing significantly towards managing stress at the individual level, the finding report that exercise is not taken seriously by the respondents. However, it is heartening to note that employees at their individual level have been able to comparatively manage the stress in better manner as compared to the organizational efforts and interventions.

Anuradha & Naidu (2016) conducted their study related to stress management in women working in IT sector in Vishakhapatnam and provided an overview regarding the challenges faced by the women due to occupational stress. Changes are expected in the women employees to cope up with the stress for their advancement in the organization.

Nair & Krishnan (2016) studied on stress in IT sector has revealed that the respondents feels that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are happy with the working hours as they are dealing with the night shift and morning shifts. The company can focus on some stress relief programs in order to keep the employees more happy and enthusiastic. And they think that the employees are working with medium stress that can improve their working styles.

Lakshi & Hema (2016) studies the stress and its consequences on women in IT industry in India and revealed various strategies to be followed by the working women to overcome the stress.

Shepherd-Banigan *et al.* (2016) analyzed the improper balance of work and life as a great stressor. Their study specifically focused on women with small children. For these women, working remotely becomes complicated and results in adverse effects on their personal and professional lives. The article also insists that this will affect women's overall well-being. Emotional instability is a common outcome. The study examined the effects of work intensity, work schedule (night/day/variable), schedule flexibility, working from home, and work stress on changes in depressive symptoms among the women having children between the ages of 6 and 24 months. The results of the study show that work intensity, scheduled flexibility, and work schedule were not associated with changes in depressive symptoms.

Shalini & Brindha (2018) examined various factors related to the stress in women in Coimbatore city and found that stress was high because of excessive work load and imperfect time schedules due to which they face severe back pain and unhealthy relationships with their family as well.

Prasada *et al.* (2020) particularly focused on women working remotely in the IT sector and tested occupational stress. The result of this study proved that a relationship exists between occupational stress and the psychological well-being of women in the IT industries.

Moreno *et al.* (2020) in their study examined the relationship between occupational stress and mental health. In contrast to the previous study, this article found no significant relationship between occupational stress and mental health. Only a moderate relationship existed between both variables. The researchers concluded that there are various strategies to manage burnout resulting from occupational stress; therefore, there is no such relationship.

2.3 Gap Identification

It has been observed that their no concrete empirical study till date available specifically related to the married working women in IT industry with reference to Delhi-NCR which is one of the most significant IT hubs in India. Hence there is a need for an empirical research in this domain

3. OBJECTIVES & HYPOTHESIS OF THE STUDY

3.1 Objectives of the Study

The objectives of the study are as follows:

- To explore the various occupational stressors among the working women (married) in IT industry in Delhi-NCR.
- To assess the satisfaction level of working women (married) in IT industry in Delhi-NCR towards their Job and overall impact of occupational stressors on the job.
- To identify relationship of various occupational stressors of working women (married) in IT industry in Delhi-NCR.
- To know the effect of demographic factors on the overall stress among the working women (married) in IT industry in Delhi-NCR.
- To suggest the effective methods for efficient work life balance for working women (married) in IT industry in Delhi-NCR.

3.2 Hypothesis of the Study

Following hypotheses are formulated for the present study:

H01: There is an experience of significantly higher levels of occupational stressors among working women (married) in IT industry in Delhi-NCR.

H02: There is a significant impact of various occupational stressors on overall job satisfaction among working women (married) in IT industry in Delhi-NCR.

H03: There is a significant relation among the various occupational stressors of working women (married) in IT industry in Delhi-NCR.

H04: There is a significant effect of demographic factors (age, educational status, years of experience, etc.) over the occupational stress working women(married) in IT industry in Delhi-NCR.

4. RESEARCH METHODOLOGY

4.1 Introduction

Research methodology is definite plan of action that is adopted for taking up and conduction of any research that is proposed to be done. It is a blue print for the conduction and analysis of research. In the absence of a definite plan of action or the reserve methodology it becomes difficult for the researcher to carry on research and arrive at some definite conclusions and suggestions.

4.2 Research Design

At an initial stage, the exploratory research design is utilized to explore the secondary data for various occupational stressors amongst the working women in IT industry. Furthermore, empirical study would be conducted based on the quantitative technique. It proposes to collect primary data on working women (married) in IT industry. A self-structured questionnaire would be used to conduct survey of the respondents.

4.3 Types & Sources of Data

To conduct the present research study, both secondary and primary data would be collected. The sources of secondary data would be various books, periodicals, magazines, newspapers, journals, and published and unpublished sources related to the topic of study as occupational stress and stressors among females (married) employees of IT industry and the dimensions related to it. Primary data would be collected pertaining to the sample of IT industry, as for present study is working females (Married) in Delhi NCR.

4.4 Population & Sampling Techniques with Procedure

All married working female employees in technical field in IT industry of the Delhi NCR would be a population of the present study. The sampling would be done on the basis of probability, simple random sampling methods. In the present study, a sample

of 400 respondents will be taken from varied population. The sample is mainly from three areas, i.e. New Delhi, Gurgaon & Noida.

Sample size is determined based on the previous studies related to the topic and criteria-based Cochran's formula (1977).

Formula: $o = Z^2pq / e^2$

$= (1.96)^2(0.5)(0.5) / (0.05)^2$

$=384.16$

Therefore, the researcher opted for a sample of 400 respondents will be considered. The sample from the selected areas will be as follows: New Delhi – 100, Noida – 150, Gurgaon - 150

4.5 Methods of Data Collection

Primary data would be collected by using the convenience sampling method or non-probability, purposive sampling methods, wherein the respondents would be selected as per the convenience, status of acquaintance, time slot for the study, vicinity and availability of respondents. A detailed study of the pre-decided research objectives would be carried on by collecting data for a sample of 400 respondents. The survey would be done by personal contacting the respondents or through the googleform.

4.6 Data Analysis Tools & Techniques

Primary data so collected by the personal canvassing of the structured questionnaire would be edited by proper techniques and analyzed with the help of Statistical Package for Social Sciences (SPSS). Data would be tested for its relevance and Pearson Chi- Square Test would be used to analyze the data along with 'Descriptive Analysis' to describe the data well. Different types of figures and charts would be used wherever necessary to authenticate the work to arrive at useful findings and suggestions would be forwarded as per the findings and limitations of the study under consideration. Furthermore, for hypothesis testing inferential statistics tools like t-test, ANOVA, Correlation and regression would be applied through IBM SPSS.

4.7 Work Schedule

For the accomplishment of research the following work plan has to be adopted in a sequential manner as:

- Collection of secondary data pertaining to the research – three months.

- Identification of major IT firms situated in described area of research – one month.
- Designing of Questionnaire and checking it for Consistency – one month.
- Pilot testing of the questionnaire and making corrections – one month.
- Contacting respondents for filling the questionnaires – six months.
- Coding and cleaning of Data obtained through questionnaires. Checking for Reliability and Validity of responses – one month.
- Tabulation, Graphical Analysis, Descriptive and Inferential Analysis of Data – one month.
- Report Writing – six months.

5. CONCLUSION

IT industry is one of the most promising industries all around the globe and Indian IT professionals have already created a benchmark worldwide. Indian women (married) in IT industry are facing severe stress as they have to maintain work life balance being other homely responsibilities can not be ignored at the same time. Being Delhi-NCR is the most prominent hub of IT industry and many women are employed here, therefore this research has immense scope and potential to understand the basic stress and occupational stressors among the respondents and also aimed to provide suggestions for overcoming such stress and delimiting the stressors in a significant manner. The scope of the research is vast being it can be easily generalized to other areas pertaining to Indian IT industry. However there would be certain limitations of this study as constraints related to the availability of accurate secondary data,small sample size, contacting and obtaining the exact responses from the respondents is tough task, reluctant and hesitant attitude of the respondents and respondents willingly say ‘No’ to disclose any personal information related to their stress of job.

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